



DISABILITY INSURANCE PROGRAM MANAGER I

DEPARTMENTAL PROMOTIONAL EXAMINATION – STATEWIDE

(For EDD Employees Only)

Testing Department: Employment Development Department

Bulletin Release Date: March 23, 2016

FINAL FILING DATE: **April 7, 2016**

Monthly Salary Range: \$4,602 - \$5,762 per month

POSITION DESCRIPTION

The Disability Insurance Program Manager I is the first supervisory level in a field office setting. Incumbents (1) plan, organize, and lead the activities of a small office and may supervise clerical and technical staff, Disability Insurance Program Representatives, and Disability Insurance Specialists I; or (2) in a medium or large field office, supervise one or more operating units, including Disability Insurance Specialists I.

WHO SHOULD APPLY

Applicants who meet the minimum qualifications as stated on this bulletin may apply for this examination.

This is a departmental, open examination for the **Employment Development Department (EDD)**. Competition is limited to:

1. Employees who have a permanent civil service appointment with the EDD by the final filing date; or
2. Current or former employees of the Legislature with two or more years as defined in the Government Code 18990; or
3. Current or former non-elected exempt employees of the Executive Branch with two or more consecutive years as defined by Government code 18992; or
4. Persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991. Veterans must provide a copy of their DD214 for entrance requirements. Please attach your DD214 to your application. Veterans' preference will not be granted in promotional examinations.

For applicants under items 2, 3, or 4 above, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete. Refer to the General Information, Promotional Examinations Only section of this bulletin for other eligibility requirements. Under certain circumstances, former EDD employees may be allowed to compete under the provision of Rule 235.

MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements for this examination **by the final filing date.**

EITHER I

Two years of full-time equivalent experience in the California state service performing the duties of a Disability Insurance Program Representative, Range C, or one year of experience in the California state service performing the duties of a Disability Insurance Program Supervisor or Disability Insurance Specialist I, Range B. (Candidates who are within six months of the required experience will be admitted to the examination; however, they must complete the required experience before being considered eligible for appointment.)

OR II

Five years of experience performing technical or managerial work in claims determinations or adjustments under public or private insurance or health and welfare benefit plans. Three years of the required experience must have been in a supervisory or managerial capacity. (Experience in the California state service applied toward this pattern must include at least two years of full-time equivalent experience performing the duties of a Disability Insurance Program Representative, Range C, or one year of experience performing the duties of a Disability Insurance Program Supervisor.)

FILING INSTRUCTIONS

Examination Applications (STD 678) are available at the California Department of Human Resource's website home page at <http://jobs.ca.gov/pdf/std678.pdf>.

All Examination Applications must be **POSTMARKED** no later than the final filing date in order to be considered for the examination. Applications not sent through the U.S. Postal Service (i.e., hand carried to the Human Resource Services Division) must be **RECEIVED BY 5:00 P.M. ON THE FINAL FILING DATE**. Use of EDD metered mail, interoffice mail (e.g., red or gold bag), and faxed applications are prohibited. Submit applications directly to:

MAILING ADDRESS:

Employment Development Department
Human Resource Services Division, MIC 54
Attention: **DIPM I Exam**
P.O. Box 826880
Sacramento, CA 94280-0001

FILE IN-PERSON ADDRESS:

Employment Development Department
Human Resource Services Division, MIC 54
Attention: **DIPM I Exam**
751 N Street, 6th Floor Solar Building
Sacramento, CA 95814

NOTE: All applicants **MUST** provide a current, valid email address on their application. The Qualifications Assessment (QA) examination link will be sent to the email address provided. Failure to provide a current and valid email address may result in non-receipt of examination information, in a timely manner, which could result in disqualification from the examination. All examination notifications (except the QA link) will be sent by mail.

Applications must also contain the following information: "to" and "from" dates (month/day/year) of employment, time base, civil service class title(s), and range, if applicable. In addition, college course information **MUST** include: title, semester or quarter credits, name of institution, completion dates, and degree (if applicable). Applications received without this information may be rejected.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact EDD at EDDE examinations@edd.ca.gov or via the California Relay Service for the Deaf or Hard of Hearing at (800)735-2929 from TTY phones and (800) 735-2922 from voice phones.

Additionally, please select the "Reasonable Accommodations" box when filling out the application.

EXAMINATION INFORMATION

This examination will consist of a **Qualifications Assessment** weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

QUALIFICATIONS ASSESSMENT – WEIGHTED 100%

It is anticipated that candidates who meet the minimum qualifications for this examination will be sent an email the week of **May 9, 2016** to the email address provided on their application. The email will contain the instructions and the link to complete the online Qualifications Assessment (QA) examination. **It is the candidate's responsibility** to contact the Human Resource Services Division at EDDE examinations@edd.ca.gov if they have not received an email with the QA link by **May 12, 2016**. Please monitor your email account's SPAM, Junk, Bulk, etc. folder(s) as the examination email may be filtered depending on your specific account settings.

COMPETITORS WHO DO NOT COMPLETE THE QUALIFICATIONS ASSESSMENT OR DO NOT SUBMIT IT BY THE DUE DATE WILL BE DISQUALIFIED FROM THE EXAMINATION PROCESS.

SCOPE OF THE EXAMINATION

A. KNOWLEDGE OF:

1. Interviewing techniques.
2. Principles of insurance payments programs.
3. Provisions of the California Unemployment Insurance Code.
4. The rules, regulations, policies, and procedures of the Employment Development Department.
5. Precedent decisions of the California Unemployment Insurance Appeals Board relating to the disability insurance program.
6. Medical terminology and common medical references used in interpreting medical findings.
7. Employment practices and conditions and physical demands of occupations in California.
8. Workers' Compensation and employer liability laws affecting California workers and provisions of State and Federal laws affecting disability insurance programs.
9. Practices followed by insurance companies in California in underwriting disability insurance coverage and by other states in disability insurance programs.
10. Principles and practices of public or business administration, including budget, personnel management, policy formulation and analysis, quantitative analysis, and program evaluation.
11. Effective vertical and lateral communication techniques.
12. Teamwork tools and methods, such as developing charters, setting ground rules, and brainstorming.
13. Employee development processes, such as the Leadership Performance Process and Individual Development Plans.
14. Conflict resolution techniques which respect the dignity of those involved; principles and practices of the Ralph C. Dills Act.
15. The Department's Equal Employment Opportunity (EEO) program objectives, a leader's role in the EEO program, and the processes available to meet the EEO objectives.

SCOPE OF THE EXAMINATION (CONTINUED)

B. ABILITY TO:

1. Act as a leader and create a clear vision, set goals and expectations, and encourage leadership and initiative at all levels.
2. Build and maintain effective working relationships with internal and external customers, as well as staff.
3. Plan, organize, direct, and evaluate program operations, projects, and the work of others.
4. Delegate assignments and empower staff to make independent decisions, as appropriate.
5. Coach employees and create an environment that stimulates learning, encourages growth, and recognizes individual achievements to ensure peak performance.
6. Use data and information management to achieve quality, improve staff performance, and provide appropriate feedback.
7. Reason logically and creatively and utilize a variety of analytical techniques and decision-making processes to develop policies and procedures and to resolve complex operational, policy, and managerial issues.
8. Demonstrate accountability.
9. Create an atmosphere for professional open communication and share information accurately.
10. Incorporate the Employment Development Department's vision, mission, and values into everyday work activities and clarify for staff how these concepts apply to their jobs.
11. Maintain effective employee relations and carry out the Ralph C. Dills Act and Memoranda of Understanding's principles and requirements.
12. Effectively contribute to the Department's Equal Employment Opportunity objectives.

ELIGIBLE LIST INFORMATION

Names of successful competitors will be merged onto a **DEPARTMENTAL PROMOTIONAL** list for use by the Employment Development Department. Eligibility expires **24** months after it is established unless the needs of the services and conditions of the list warrant a change in this period.

COMPETITORS MAY COMPETE ONLY ONCE IN ANY CONSECUTIVE 12-MONTH PERIOD.

VETERANS' PREFERENCE

Veterans' Preference credits will not be granted in the examination as it does not meet the requirements to qualify for Veterans' Preference credit.

CAREER CREDITS

Career Credits will not be added to the final score of this examination.

CONTACT INFORMATION

The EDD encourages all potential applicants to read this entire bulletin. All inquiries about this examination should be directed to EDDExaminations@edd.ca.gov. Please include the examination title, **Disability Insurance Program Manager I (DIPM I)** in the subject line. Also, you may contact the Exam Analyst, Feroza Buksh at (916) 654-7068.

EQUAL EMPLOYMENT OPPORTUNITY

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

DRUG FREE STATEMENT

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service and the special trust placed in public servants.

GENERAL INFORMATION

THE EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

IT IS THE CANDIDATE'S RESPONSIBILITY to contact the Employment Development Department, Human Resource Services Division at (916) 654-7068, three weeks after the FINAL FILING DATE if he/she has not received a notice via email or U.S. mail.

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this examination, and all candidates who pass will be ranked according to their scores.

EXAM APPLICATIONS (STD 678) are available on the Internet at: <http://jobs.ca.gov/pdf/std678.pdf>

GENERAL QUALIFICATIONS: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, an ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

ELIGIBLE LISTS: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final examination scores regardless of the date of the examination and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

PROMOTIONAL EXAMINATIONS ONLY: Veterans Preference are not granted in promotional examinations. Competition is limited to those applicants who meet one of the criteria listed on page 1 of this bulletin. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at the EDD's Human Resource Services Division, at the State Personnel Board, and on the Internet at www.jobs.ca.gov.

EMPLOYMENT DEVELOPMENT DEPARTMENT
Human Resource Services Division, MIC 54
P.O. Box 826880
Sacramento, CA 94280-0001
Telephone: (916) 654-7827
Website: www.edd.ca.gov

California Relay Service for Hearing Impaired:
From TDD Phone: (800) 735-2929
From Voice Phone: (800) 735-2922

TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.